



Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

NOTICE TO MEMBER ENROLLED IN NC MEDICAID DIRECT WHO MAY STAY IN NC MEDICAID DIRECT OR CHOOSE A HEALTH PLAN
NC Medicaid 20221123 v1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

September 1, 2022

Dear Patricia A. Jones:

You have choices

The people below now have NC Medicaid Direct. You can change the way you get health care services at any time.

NC Medicaid Direct is North Carolina’s health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care management from Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe) for physical health services. Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

If you have a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health care option / Start date / Phone number	PCP / Address / Phone number
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct November 1, 2022 1-888-245-0179 Alliance Health (LME-MCO) 1-919-651-8401	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200 .

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

What is Community Care of North Carolina (CCNC)?

CCNC provides care management statewide to make sure you get health care services when and where you need them.

As a CCNC member, you have a primary care provider (PCP). Your PCP is a doctor, nurse practitioner or physician assistant. They care for your health, coordinate your needs, and refer you to specialists when you need them. You can choose or change your PCP at any time.

As a CCNC member, you may qualify for a care manager. Your care manager:

- Helps you understand your Medicaid benefits
- Connects you to your PCP
- Helps arrange your appointments and transportation
- Coordinates with your behavioral health providers
- Connects you to helpful resources in your community

To learn more about the services CCNC offers, call CCNC at **1-877-566-0943**. Or go to communitycarenc.org.

CCNC works with doctors, therapists and other providers to coordinate your health care needs. For a full list of providers in NC Medicaid Direct, go to the Find page at ncmedicaidplans.gov.

CCNC is **mandatory** (required) for the people below who are in NC Medicaid Direct.

- Most families and children
- People who are blind or disabled and do not receive Medicare
- Pregnant women

This means you will receive care management through CCNC and be assigned to a PCP.

If you want to leave CCNC (Disenrollment)

CCNC is **voluntary** (optional) for the people below who are in NC Medicaid Direct.

- Children/youth in foster care
- Children/youth receiving adoption assistance
- Children/youth under age 19 who need special services
- Federally recognized tribal members and individuals who qualify for services through Indian Health Service (IHS)
- People who live in Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)

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- People who live in nursing facilities
- People who receive Medicaid and Medicare

This means you do not have to receive care management through CCNC or be assigned to a PCP.

If you do not want or need the services CCNC offers, call the NC Medicaid Contact Center at **1-888-245-0179** to learn more about your choices.

What is a Local Management Entity-Managed Care Organization (LME-MCO)?

An LME-MCO offers services related to a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). These services may include:

- Seeing a counselor, psychologist or psychiatrist for a mental health disorder
- Getting help for children who have attention deficit/hyperactivity disorder (ADHD)
- Getting help with alcohol or drug use
- Care coordination, such as help with getting specialty behavioral health services
- Mobile crisis management services

To learn more about the services your LME-MCO offers, call your LME-MCO at the phone number listed above or read the Member Handbook that was mailed to you.

Your LME-MCO has a group of providers (provider network). The provider network has doctors, therapists, specialists, hospitals and other health care facilities. They give you the behavioral health, I/DD and TBI services you need. You can get services from any provider in your LME-MCO's network. For a full list of providers, go to the Find page at ncmedicaidplans.gov.

The LME-MCO must have enough network providers for you to get covered services near you and in a timely way.

Your LME-MCO

Your LME-MCO is based on the county that manages your Medicaid case. You can't choose a different LME-MCO.

- If you move outside of your LME-MCO's service area, you will move to a new LME-MCO.
- If you choose a health plan, such as a Standard Plan or Tailored Plan, you will be disenrolled from your LME-MCO.

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If you want to stay in NC Medicaid Direct, you do not have to do anything.

Do you want to choose a health plan?

You can choose a health plan at any time and for any reason. To learn about the health plans and the services they offer or to make a change:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.
- Send the enrollment form that came with this letter.

If you change your health care option, the new health care option will start the first day of the next month

After you enroll, your health care option will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health care option at the number listed on your ID card.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 5 p.m., Monday through Saturday. The call is toll free. You may need your Medicaid ID number when you call or go to the website.

You can get the information at ncmedicaidplans.gov in print. To ask for a free copy, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). Or use the “chat” tool on the website. We will send this information within 5 business days.

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NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities.

Go to ncmedicaidombudsman.org. Or call **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you,
NC Medicaid Team

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